# MINUTES OF THE
# COUNCIL ON TECHNOLOGY SERVICES MEETING

# Thursday, June 6, 2000

**Council Attendees:**

Secretary Upson, Cheryl Clark, Ray Davis, Jan Fatouros, Chip German, Patti Higgins, Pat Jackson (for Erv Blythe), Pete Kolakowski, Ken Mittendorff, David Molchany, Lan Neugent, Mike O'Neil, Gerry Pacyna, Keith Segerson (for Joy Hughes), Jerry Simonoff, David Sullivan, Mike Thomas, Bill Wilson, Andy Poarch, Bette Dillehay, Leslie Carter, .

Secretary Upson welcomed everyone and mentioned his recent trip to London where he testified to the House of Lords. They are very interested in the technology growth taking place in the Commonwealth.

Secretary Upson discussed Executive Order 65, which addresses Electronic Government in the Commonwealth. The state is building an environment where workers have the necessary desktop technology to accomplish their jobs efficiently. The Executive Order builds on what COTS has been doing. Both the Governor and Chief of Staff want to encourage agencies to take advantage of Seat Management where its cost-effective and helps with the timely fulfillment of their missions.

Secretary Upson wants to establish a COTS Executive Committee, which will facilitate more communication within the Council and with the Secretary's Office as the Council handles the projects in Executive Order 65.

Secretary Upson suggested that if the Council wants to effectively change government and bring it to the citizens, it should develop a group of leaders across Virginia to monitor Council activities and provide support during legislative and budget sessions. This would provide a means to integrate government across several levels on specific applications. A good example would be the submission process for building permit applications. David Molchany is currently working with Secretary Upson on this to use technology to manage a process to bring people together across various levels of government. It will facilitate communicating and working with people at the federal, state and local levels.

Secretary Upson asked Jerry Simonoff to provide regular reports on the projects the Department of Technology Planning is managing. The reports will be an excellent means of feedback for citizens and lend greater credibility to DTP and the Council.

Bette Dillehay discussed Executive Order 65 that the Governor signed on May 24. This Executive

Order, in concert with Executive Order 51, creates an orbital shift. It is crucial that COTS focus on this shift and consider the citizens' needs in order to develop processes that take their perspectives into account. Bette distributed presentation material on EO 65 and explained that e-government is the application of technology that allows citizens and business to seamlessly interact with government at all levels.

EO 65 demonstrates that e-government is one of Virginia's highest priorities. The Order outlines the creation of the Implementation Division, which will work with COTS, DIT, DTP and all agencies to bring to fruition to the items discussed therein. Ms. Dillehay used DMV's on-line drivers' license registration process as an excellent example of e-government already in place. EO 65 contains initiatives that will dramatically change how the Commonwealth does business and will ensure that it does so in a cooperative manner. Ultimately, this process will bring into effect the concept of project management and a consistent approach to conducting projects.

Ms. Dillehay stressed the need to build an infrastructure to support e-government. That's what enterprise architecture is about. COTS has that in place and as the state moves forward and creates new processes and introduces new initiatives, the architecture must support the processes.

Ms. Dillehay discussed "portals", the new buzzword for web sites. There is a difference between portals and web sites. "Portals" means there is an interactive process, where information is received and a service is provided. Privacy issues arise in this process and citizens will need to be assured of their security and protection. It is crucial that Virginia is prepared for security and privacy violations as well as serious threats to its infrastructure. Virginia will have to demonstrate that its infrastructure is in place, and that it is able to handle these disruptions.

Ms. Dillehay stated that the most difficult task to accomplish is managing e-government in a responsible and consistent fashion. A standard methodology will be created to implement the provisions of the Order. Resource sharing will be stressed as well as prioritizing funding needs. Agencies will be asked to identify applications that affect citizens and employees and the ones that affect their method of business. This information is crucial to identifying areas that will benefit from an e-government initiative. The information gathered can be shared across state agencies and will reduce costs and increase productivity.

Ms. Dillehay announced a workshop to assist agencies in understanding seat management to be held on July 21. It will be an opportunity for agencies to learn about seat management and ask questions.

Ms. Dillehay mentioned an opportunity to address what is frequently referred to as the "digital divide." A letter was sent to approximately 40 leaders in the private and public sector in the Commonwealth inviting them to become members of a task force to ensure Virginia moves forward in the digital age. A virtual opportunity center will be created to provide opportunities for state agencies, local governments and communities to share what kinds of things they are doing on a Web site. Ms. Dillehay encouraged COTS members to identify activities, programs, and projects in their work areas that create opportunities for erasing the "digital divide." The information will be presented to the task force to provide a sense of

the processes already in place.

Dave Molchany commented that the e-government diagram did not accurately represent integration of services through all levels of government. He explained that most direct citizen contact occurs at the local level. The diagram should be viewed as a continuum flowing in either direction to utilize all opportunities.

Ms. Dillehay will include local and federal government within the "state government" circle on the diagram.

Dave Sullivan suggested the ideal model or orbital shift is one with the citizen in the center and the government services orbiting around. He believes the real shift is to put the citizen in the middle of a single delivery system with all of the agencies of local governments and regional governments revolving around the services.

Chip German reported the Secretary of Education recently conducted a survey among educational institutions on this subject. The survey would be a good source of information.

Andy Poarch reported on behalf of Joy Hughes for the Communications Workgroup. They are working on its educational effort and will sponsor a booth at COVITS in September. The group is developing a media guide so COTS members can work on media relations issues with Caroline Boyd in Secretary Upson's office and with other individuals. A working group was formed to assist with the COTS newsletter and to take advantage of push technology to get out the word to agency compatriots and other interested parties. The group has received an invitation from NASIRE inviting COTS to compete in its annual technology award. Work is in progress to have a strong showing.

Cheryl Clark reported on the Digital Signatures Workgroup. She listed the organizations participating in the pilot demonstrations, most of which are in the final stages of testing. Ms. Clark is pleased with the results of the demonstration efforts and will provide the basis for recommendations to the Council in late September. The demonstrations also create a base of technicians and decisions-makers, who will provide leadership and momentum for the enterprise solution. Another benefit is test-driving the vendors in terms of services, support, flexibility, responsiveness and their product sets.

Ms. Clark announced that DMV received an unsolicited proposal from the Unisys Corporation to add a pilot demonstration, at no charge, to its current list. DMV has accepted the offer and believes it will add considerable value to the demonstration. The pilot will work with the travel approval process and reimbursement and show an end-to-end integration. The process will incorporate PKI, workflow tools, imaging and indexing to a database of the associated documents and electronic forms. The entire process will show full integration within an organization and what would be needed specifically to complete the integration into central agencies.

Ms. Clark explained that one of the biggest issues with digital signatures is dealing with the policies and

the legal end of the business questions. The Workgroup will request the Attorney General's Office to become more involved with the workgroup. An audit sub-team has been established and will ensure auditability and assurance of system integrity and data security.

David Molchany distributed a packet of information on the Enterprise Architecture Workgroup. The group will have its first meeting following today's COTS meeting and will focus on developing its workplan and completing the common requirements. Mr. Molchany reported the workgroup is comprised of 37 people representing state and local government and education.

Mike O'Neil read a note on behalf of Linda Harber for the IT Recruitment and Retention Workgroup. She related there were no updates as the group has not met since the last COTS meeting.

Ray Davis reported the Organizational Workgroup's next meeting will focus on COV ITRM Standard 90-1, which is the backbone for all policies, standards and guidelines.

Mike O'Neil reported the Privacy and Security Access Workgroup has not met since the last COTS meeting. Mr. O'Neil met with Secretary Upson, who would like to see the PSA Workgroup develop a consistent set of standards for the application of security measures that are stronger than general guidelines. The Workgroup has a preliminary idea called "performance-based security measures" that looks at various threats and the capabilities needed to counter the threats. By ranking various scenarios, the information can be scaled to different levels of state government in order for each organization to have a guideline to assess its own capabilities.

Dave Sullivan reported the State and Local Application Integration Workgroup have the responsibility of integrating the Gainsharing Workgroup into the State and Local Workgroup. The group will make another attempt to revitalize the COTS exchange to share ideas and information among state agencies and local governments.

Leslie Carter reported the Telecommunications Workgroup is looking at the issue of delegation of telecommunications services and plans to report to COTS in July or August. The Workgroup is interested in pursuing two new initiatives: virtual private networking and wireless. Ms. Carter reported the COVANET contract was signed and new rates went into effect June 1. All current CTN voice users will see a rate drop in the June bill. For folks not on CTN voice, DIT will try to convert all users within a 60 or 90-day period. For users on frame relay, a rate drop will also take effect on June 1 as the process is being upgraded.

Ms. Carter explained the Voice Over IP sub-workgroup will hold a forum to gather information from agencies and to facilitate events such as vendor presentations. The forum will be held at George Mason University, Prince William Campus, on July 31. All information gathered will be included in a preliminary report to COTS in the fall. Ms. Carter announced the Department of Corrections volunteered to develop a Web site for the VOIP sub-workgroup.

Andy Poarch explained two sub-committees have been created and fall under the umbrella of the Procurement Workgroup. One will assist the E-Procurement design team that was established by the Department of General Services and the other will address contract needs and prioritization issues. He has contacted the individuals who will serve on these two groups and will set up meetings in the near future.

Mike Thomas referred to earlier discussions on procurement priorities and decided to move in this direction since the body shop contracts and related services were a high priority. The Workgroup is focused on long-term development at this time. He requested members let him know if they did not agree with the body shop contracts being the next priority for the year.